

Adobe Connect Webinar FAQ

How do I join the webinar?

The webinar confirmation email that you will have received from Eventbrite contains a hyperlink. Click on this to navigate to the webinar. We use Adobe Connect for all our webinars. If for any reason the hyperlink is not working, please call our employer helpline on 0300 111 6516 for assistance.

I have never used Adobe Connect before - how do I know it will work on my device?

If you have never joined an Adobe Connect webinar before you can find out if it is compatible by running a diagnostic test. Please click on the link to check:

https://connect.apan.org/common/help/en/support/meeting_test.htm

Do I need to download specialist software to be able to attend the webinars?

No. Please note that, although your device will check for the app, Adobe Connect is supported by all major web browsers (Microsoft Edge, Google Chrome, Mozilla Firefox). However please be aware that Internet Explorer does not support Adobe Connect. Dependent upon which browser you use, you may be prompted to choose to open the room in your browser or the app. For the purposes of our webinars you can choose either option. The 'Open in browser' option will warn you that you cannot share your screen from the browser, but this is not a concern for participants as you will not be required to share your screen. For more information: https://helpx.adobe.com/adobe-connect/using/starting-attending-meetings.html#join_a_meeting

I am having an issue joining the Webinar through my web browser

Internet Explorer does not support Adobe Connect however all other browsers work but some are more stable with the Adobe suite. For assistance:

<https://helpx.adobe.com/uk/adobe-connect/kb/connect-browser-issues.html>

Do I log in as a Guest or an Adobe Connect User?

Please enter as a Guest. To do so select 'Guest' and type the name to be used as your identifier in the meeting and click Enter Room. We suggest using your full name with your organisation in brackets, as this helps us to identify who is attending, but you are under no obligation to do so.



The screenshot shows the Adobe Connect 'Enter Room' dialog box. At the top, it says 'Adobe Connect' with the logo. Below that, the meeting title 'WMPF Employer Coaching' is displayed. There are two radio buttons: 'Guest' (which is selected) and 'Registered User'. A text field for 'Name' contains the text 'Joe Bloggs (Adobe School)'. Below the text field, there is a small disclaimer: 'By entering a Name & clicking "Enter Room", you agree that you have read and accept the [Terms of Use](#) & [Privacy Policy](#)'. At the bottom, there is a blue button labeled 'Enter Room'.

Adobe Connect Webinar FAQ

Am I required to use my personal details?

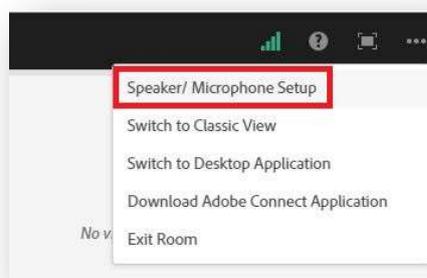
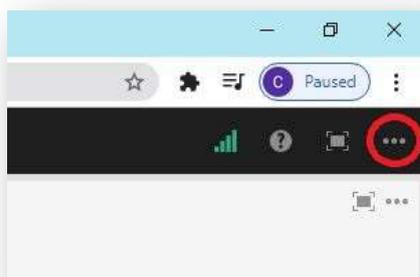
This is at your own discretion – as stated above, we would like you to enter your full name and organisation when you enter the room as a guest, but you do not have to. If you do enter your full name, this information is used for the purposes of the webinar only and is not stored. The West Midlands Pension Fund use the data to confirm the attendees of this meeting only. Please see the data protection section of our website for further information: <https://www.wmpfonline.com/privacynotice>

When can I join a Webinar?

You can join the meeting up to half an hour before the meeting commences but we recommend joining at least 5 minutes before a session is due to start to allow the webinar to commence promptly at the advertised time.

How do I check my audio settings are working?

Please click the three dots at in the top right-hand corner of the the Adobe room and select 'Speaker/Microphone Set Up'. If you are unable to hear the test sound that is played, please click on the 'Help' link and follow the instructions.



Do I need to be seen and heard during the webinar?

No. Your camera will be automatically disabled by the host, along with your microphone. We encourage you to ask questions and participate through the Chat pod.

I cannot hear/see the Presenter?

Check the Chat pod feed to see if any other guests are also experiencing issues. If other people can hear and see it is more than likely the issue is with your audio or video settings. Please follow the guidance in ['How do I check my audio settings are working?'](#)

Can I ask a question during the session?

Attendees are encouraged to participate. Please use the Chat pod to ask your question. This session is for you so, please take the opportunity to ask questions. If we can't answer during the session, we will try at the end. If we need to seek further advice, we will provide an answer by email after the webinar.

Adobe Connect Webinar FAQ

What if the presenter has an IT issue before or during the webinar?

Do not log off the webinar straight away and check the Chat pod feed as, most likely, it is a temporary issue. In the unlikely event that the facilitator has an IT issue that means the webinar cannot continue then the session will be rescheduled.

Can I attend more than one session?

You can attend as many sessions as you feel necessary.

What is the cost of a session?

All webinars are a free resource for employers.

What if I need to leave the webinar?

If you need to leave for any reason, please do so. You don't need to inform the facilitator.

What if the session runs over the allotted time?

We endeavour to keep to the stipulated timings however sometimes we may overrun due to questions being asked or technical issues.

Is there any follow up to the webinar?

We will send a request for feedback and an email containing a PDF of the slides used during the session along with any supporting material discussed during the session.

Will the webinar be recorded?

We don't record them currently, but we plan to in near future.

What other webinars are on offer?

We cover a number of topics. You can find out what other webinars are available on our website: <https://www.wmpfonline.com/employer/webinars>. However, if there are any that are not covered, and you would like to suggest please contact us. Tel. 0300 111 6516

I am interested in joining a webinar - how do I register?

Click on the webinar that is of interest on our website (<https://www.wmpfonline.com/employer/webinars>) and click the register button and complete the form. We will confirm by email. Please note we use a third-party event booking system Eventbrite.